



Customer Operations Manager

Department: Countywide

EEO Code: 22

Class Code: 1462

FLSA: E

Effective: 01/08/1992

GENERAL STATEMENT OF DUTIES:

Under direction; performs work of considerable difficulty in directing, managing, supervising and coordinating activities of Billing/Customer Service, Field Services and New Construction sections of the Utilities Department; and performs other work as required.

SPECIFIC STATEMENT OF DUTIES:

Manages and coordinates, through subordinate supervisors, activities of Billing/Customer Service, Field Services and New Construction units; develops and maintains effective work units through proper selections, training and assignment of personnel; counsels, evaluates, and promotes employees; assists subordinates in day-to-day problems and personnel counseling; develops and maintains effective working relationships between customer service work units and other work units within and without the Department; monitors monthly reports on operating expenses; tracks and reports monthly the Departments service charges and connection fee revenues; coordinates and assists with development and preparation of work units annual operating budgets; conducts and/or arranges and prepares various studies for presentation to management and/or the Board of Supervisors; handles high level customer correspondence, complaints, and inquires addressed to management and/or the Board; develops and/or arranges for training programs on Customer Service and Field Services related topics; and performs other work as required.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

Considerable knowledge of modern billing systems; of modern office management; of ordinances and laws governing billing and customer service operations; of effective management techniques and practices.

Considerable skill in planning and supervising the work of others; in maintaining records and preparing reports; in analyzing functions of various work units and making recommendations on ways to improve service and the level of efficiency; in establishing and maintaining effective working relationships with employees and the public.

MINIMUM EDUCATION AND EXPERIENCE:

Completion of the core curriculum for a bachelor's degree in business, accounting or related field and six years of experience in utility customer operations including three years at a supervisory level; or an equivalent combination of training and experience.

ADDITIONAL REQUIREMENTS:

None.

This class specification is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.